REQUEST FOR PROPOSAL NO. PSC# 823

FOR

Automated Employment and Income Verification System Services
Questions Recorded at Pre-Bid Meeting
6-17-08

Question 1.   What is the process for verifying income/eligibility now?

1. *In determining client eligibility from earnings, we use pay stubs, W2's, written/phone verification from the employer, automated systems, and State of Delaware Department of Labor (DOL) files. There is a six (6) or more month's lag time in DOL verifications of earnings.*

Question 2. Is the software use by DSS licensed or state owned?

2. *The Division of Social Services Delaware Client Information System (DCIS) is state owned.*

Question 3.   The RFP states that bidders must have the capability of keeping wage/employment information available for 3 calendar years from the time of inquiry.   Do you mean that DSS would request information that is 3 years old?

3. *Yes. The service may be used in verifying wages from the past three years. At times DSS staff determine that a client received DSS benefits to which the client was not entitled based on unreported wages or inaccurate sources. The benefits may be recouped from the client. The Division of Management Services (DMS) Audit and Recovery Section would need to have the ability to look back at wages to determine if recoupment is necessary and the amount that needs to be recouped. The DMS Quality Control Unit often has to research old wage information for benefit calculations used in the audit process.*

Question 4. . The RFP states the number of verifications required is 2000-5000 per month.   Do you want a plan for overage to be written in the proposal?

4. *DSS and its partners would like a plan for overage written into the bidder's proposal.*

Question 5. Is there an incumbent? If so, who?

5. *Yes, there is an incumbent. It is The Work Number, a service of TALX Corporation.*

Question 6. What is the budget for this RP?

6. DSS expects the bidder to propose a budget.
 Question 7. EVV must be available 24/7. Why?

7. With the potential for nontraditional hours and staff telecommuting, DSS and partners want the ability to verify employment verification 24 hours a day, 7 days a week.